





Mayor's Action Center
Service Level Attainment Compliance
May 2012

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Top 5 Service request	Weeds (3,100)	Animal (1,558)	Trash (1,155)	Chuckhole (391)	Zoning Violation (378)	